IN THE SPECIFICATION

Please amend pages 20, 25, and 34 of the specification as follows:

1. At page 20, lines 1-9 thereof, amend the entire paragraph as follows:

Repository 80 is a storage resource for long term storage of the COOL ICE objects and short term storage of the state of a particular service. ~~Further details concerning repository 80 may be found by consulting the above referenced, commonly-assigned, co-pending U.S. Application.~~ In the preferred mode of the present invention, the objects stored in repository 80 are typically very similar to mapper runs as described above. For a more detailed description of mapper runs, CLASSIC MAPPER User Manual is available from Unisys Corporation and incorporated herein by reference. In the more general case, repository 80 would typically store predefined sequences of statements in the command language of the enterprise data base management system(s) to be accessed.

2. At page 25, lines 12-18, amend the entire paragraph as follows:

Icon 122 is a means of expressly identifying a particular service request. Such use of an icon is deemed to be unique. ~~Additional detail concerning this use of an icon is available in the above-identified, commonly assigned, co-pending U.S. Patent application.~~ Window area 128 provides for the entry of any necessary or helpful input parameters. Not shown are possible prompts for entry of this data, which may be defined at the time of service request development. Submit button provides the user with a convenient means to transmit the service request to the web server in which the COOL ICE system is resident.

3. At page 34, line 11-13, amend the entire paragraph as follows:

COOL ICE service handler 102 generates the report, converts the report to HTML display pages, and transfers the output to repository ~~330ia~~ 330 via path 316 for spooling and future electronic delivery.